



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
AGING AND DISABILITY SERVICES ADMINISTRATION  
PO Box 45600 · Olympia, WA 98504-5600

**HCS MANAGEMENT BULLETIN**

**H09- 012 – Procedure**  
**April 6, 2009**

**TO:** Area Agency on Aging (AAA) Directors  
Home and Community Services (HCS) Division Regional Administrators  
Division of Developmental Disabilities (DDD) Regional Administrators

**FROM:** Bill Moss, Director, Home and Community Services Division  
Linda Rolfe, Director, Division of Developmental Disabilities

**SUBJECT:** **Individual Provider (IP) Contracting and Orientation by Home Care Quality Authority (HCQA) Referral Registries (HCRR)**

**PURPOSE:** To provide information about IP contracting and the HCQA Referral Registry (HCRR) and to outline the procedures for AAA/HCS field staff and HCQA registry coordinators

**BACKGROUND:**

- HCQA was given the authority to develop and maintain registries of IPs that want to provide in-home services to ADOSA clients and choose to apply through the HCRR. HCQA requirements are found in [Chapter 74.39A RCW](#) and [Title 257 WAC](#).
- HCQA established the Referral Registry to promote and support choice of providers by providing names of available and qualified IPs that clients can choose from and hire.
- The registry is available for clients that want to have their in-home services provided by an IP but do not have a provider identified.
- Until now, HCRR could not complete the IP contracting process.
- HCS has been working with HCQA, Central Contracts Services, and SSPS to develop an interlocal agreement whereby HCRR can complete the contracting process for IPs that choose to be on the Referral Registry.

**WHAT'S NEW, CHANGED, OR CLARIFIED**

- Effective April 1, 2009, HCQA will provide contracting activities for prospective IPs that choose and are eligible to be on the HCRR and that do not have an active contract.
- HCRR will begin the contracting process for IPs that apply to work for DDD clients in the near future. You will be notified when this process is implemented.
- HCRR staff received training on the IP contracting process February 25, 2009.
- HCRR will complete contracting with prospective IPs through the Agency Contracts Database (ACD).
- HCRR staff will also obtain SSPS provider numbers from the Provider File Unit for prospective IPs.

- Case managers/social workers/nurses authorizing client services and payment to an IP contracted through HCRR must verify contract status and SSPS provider numbers from the provider file maintained by HCRR.
- Case managers/social workers/nurses authorizing payment to an IP contracted through the HCRR system must obtain the provider file by contacting HCRR.
- HCRR staff will provide IP Orientation as described in Chapter 388-71 WAC, and will issue certificates of successful completion of this required training. Since the individuals who will attend Orientation will not have a DSHS client at the time of this training, there will be no payment to the prospective IP for attending Orientation.
- AAA/HCS field staff will accept copies of all contracting and provider file documents from HCRR at the point that the IP is selected by an eligible client.
- AAA/HCS field staff must notify HCRR when a client hires an IP that has been contracted through HCRR so that HCRR can maintain accurate information about the availability of IPs on the Registry.
- AAA/HCS will continue to authorize services.
- AAA/HCS will continue to perform required activities for IPs who are already planning to work with a specific client(s).

**ACTION:** See attached procedures.

**RELATED REFERENCES:** [WAC 388-71-0500](#), [Chapter 74.39A RCW](#), [Title 257 WAC Long-term Care Manual, Chapter 7A, In-Home Providers](#)

**ATTACHMENT(S):** **AAA/DDD/HCS/HCQA IP Contracting Procedures:**



HCQA IP contracting  
procedures.doc

**HCQA Referral Registry Contact Information:**



REFREG  
ServiceAreas\_public\_

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